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January 28, 2013

Mr. James M. McDaniel  
Program Manager for Telecommunications  
State of South Carolina  
Office of Regulatory Staff  
1401 Main Street, Suite 900  
Columbia, SC 29201

RE: Frontier Communications of the Carolinas, Inc. – 4th Quarter Service Quality Report 2012

Dear Mr. McDaniel:

Attached you will find a summary of service indexes for the 4<sup>th</sup> quarter services provided by Frontier Communications of the Carolinas Inc, f/k/a New Communications of the Carolinas. All results are in compliance with the South Carolina Public Service Commission's objectives with the exception of:

**Percent OOS cleared within 24 hours**

Frontier experienced numerous cable cuts in Orangeburg County which impacted normal productivity. In addition, the response to a new Satellite Broadband product was greater than anticipated. Frontier is hiring additional personnel and shifting staffing throughout the state to address these issues.

**Percent Repair Calls Answered W/I 20 Seconds**

The fourth quarter results show a significant improvement over the prior three quarters. Frontier continues to exercise schedule optimization in relation to call volume distribution to improve results.

If you have any questions or concerns, please do not hesitate to contact me at: 585-777-5823.

Sincerely,

A handwritten signature in cursive script that reads "Deborah Fasciano".

Deborah Fasciano  
Frontier Communications

Enclosure

Cc: Jocelyn Boyd, Chief Clerk/Administrator – PSC  
Christopher Rozycki, ORS

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GO FURTHER SERVICE

**Frontier Communications of the Carolinas Inc.**  
**South Carolina**  
**January to December 2012**

Objective	Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec
<b>Installation</b>												
Held Prim Svc Ords Over 30 Days	0	0	0	0	0	0	0	0	0	0	0	0
Held Regrade Ords Over 30 Days	0	0	0	0	0	0	0	0	0	0	0	0
% Regular Svc Install W/I 5 Days	100.0	100.0	99.9	99.8	99.9	100.0	99.9	99.9	99.8	99.8	99.9	99.9
Service Ord Commitments Met	92.1	92.1	93.8	93.8	93.0	93.4	91.8	92.1	90.9	90.7	92.0	87.3
<b>Maintenance</b>												
% OOS cleared within 24 Hours	80.4	84.1	81.5	76.3	68.3	71.4	59.2	65.2	37.2	40.3	44.26	46.71
<b>Service Response</b>												
%Dial Tone W/I 3 Seconds	99.97	99.98	99.96	99.96	99.97	99.98	99.97	99.98	99.98	99.98	99.93	99.93
% Repair Calls Ans W/I 20 Seconds	55.4	66.5	73.3	91.2	74.5	62.7	39.7	64.5	81.8	86.9	86.9	85.6
% Toll/Opr Asst Calls Ans W/I 10 Sec	96.9	95.5	96.9	98.0	97.4	96.4	97.9	98.3	97.16	97.8	97.5	97.1
DA Ans Time (% W/I 30 Seconds)	95.0	94.9	96.4	97.5	95.7	94.6	96.1	97.2	95.62	97.9	96.1	97.6
<b>Switching / Central Office</b>												
Total Access Lines (X 1000)	181.58	181.58	181.58	181.58	181.58	181.58	181.58	181.58	181.58	181.58	181.58	181.58
Interofc Call Failure Rate	0.00	0.00	0.00	0.00	0.00	0.05	0.00	0.10	0.01	0.00	0.00	0.00
Intraofc Call Failure Rate	0.01	0.00	0.01	0.00	0.00	0.00	0.00	0.02	0.00	0.00	0.00	0.00
Cust Ntwk Trbl/100 Lines	1.65	1.60	2.11	1.76	2.16	2.22	2.64	3.80	1.98	1.92	1.36	1.77